

PART I	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.311
	STATE OF HAWAII	1.312
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Class Specifications  
for the

TELEPHONE OPERATOR SERIES

**Series Definition**

This series includes all positions the duties of which are to supervise or perform work involving the operation of a multiple-line telephone console.

Telephone operators normally receive and place incoming and outgoing local, long-distance and interisland telephone calls. They also provide information to callers relating to telephone numbers, extensions, agency structure and titles, general functions of the organizations, or other general information of a similar nature.

The levels in this series are distinguished by (a) the type of supervision exercised; and (b) working knowledge of the organizations served which is dependent upon the number, size and complexity of the organizations.

**TELEPHONE OPERATOR I**

**1.311**

**Distinguishing Characteristics**

A position in this class operates a multiple-line telephone console serving a small- or moderate-sized department or agency; provides routine, non-technical information concerning the agency served; and may perform simple clerical and typing tasks.

*Examples of Duties: (Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude the assignment of such duties if they are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

Receives and places incoming and outgoing local, long-distance, and interisland telephone calls; routes telephone calls and messages to the proper persons, divisions, or offices within the exchanges; answers routine, non-technical inquiries regarding the department or agency served, and refers other technical questions to the proper persons for disposition; keeps records of long-distance and interisland telephone calls and other toll calls for billing purposes; may operate a public address system; may

operate a civilian band radio; may maintain a personnel locator by entering information regarding the location and extension numbers of persons within the exchange on index cards or a rotary file; may maintain a local telephone directory; and may perform other simple clerical and typing tasks.

**Knowledge and Abilities Required**

Knowledge of: Operation of a multiple-line telephone console; general procedures involved in placing and charging long-distance, interisland, and other toll telephone services; common office practices and procedures; grammar and word usage.

Ability to: Speak clearly, pleasantly, and with good diction; be courteous and tactful in dealing with the public and with personnel in the department or agency; remember names and numbers; perform simple clerical tasks; learn to operate a typewriter or keyboard; understand and carry out oral and written instructions; deal with ordinary office situations; and cooperate and work effectively with others.

**TELEPHONE OPERATOR II**

**1.312**

**Distinguishing Characteristics**

Telephone Operator II positions are typically of two types:

1. Operates a multiple-line telephone console which serves several departments or a large department or agency involved in a large number of widely varied and/or unrelated programs and requires that the operator have a knowledge of the function of each division and/or programs of the departments or agencies served.
2. This is the working supervisor class characterized by scheduling, assigning and supervising the work of several Telephone Operator positions in addition to operating a multiple-line telephone console serving a small- or moderate-size department or agency.

**Examples of Duties** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude the assignment of such duties if they are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Receives and places incoming and outgoing local, long-distance, and interisland telephone calls; routes telephone calls and messages to the proper person, division, or office of the departments or agencies served; answers routine, non-technical inquiries concerning the departments or agencies served and refers other technical questions to the proper persons or offices for disposition; keeps records of long-distance and interisland telephone calls and other toll calls for billing purposes; may operate a public address system; may operate a civilian band radio; may maintain a personnel locator; and may maintain a local directory.
2. Plans, assigns, and reviews the work of several Telephone Operator I's who operate multiple-line telephone consoles; operates a multiple-line telephone console; makes work schedules; keeps records of hours worked and makes operational reports of the number of long-distance and interisland telephone calls and toll charges; keeps record of staff changes within the department or agency and compiles a working directory of telephone local numbers within the exchange; answers routine, non-technical questions regarding the department or agency served and refers other technical questions to the proper persons for disposition; reports any telephone line difficulty and requests repair services; takes measures necessary to resolve difficulties relating to services rendered to the public and to the department or agency served; may operate a public address system; may operate a civilian band radio; and familiarizes new Telephone Operators with established procedures and the function of the department or agency served.

**Knowledge and Abilities Required**

**Knowledge of:** Operation of a multiple-line telephone console; general procedures involved in placing and charging long-distance, interisland, and other toll telephone services; common office practices and procedures; and grammar and word usage.

**Ability to:** Speak clearly, pleasantly, and with good diction; be courteous and tactful in dealing with the public and with personnel in the departments or agencies served; remember names and numbers; perform simple clerical tasks; learn to operate

a typewriter/keyboard; give and receive oral and written instructions; deal with ordinary office problems satisfactorily; cooperate and work effectively with others; and for supervisory positions, plan work schedules and review the work of others.

### **TELEPHONE OPERATOR III**

**1.313**

#### **Distinguishing Characteristics**

A position in this class is a full-time supervisor which supervises Telephone Operator II's and is responsible for a telephone operator unit in a central exchange unit which serves several departments or a large agency or department involved in a large number of widely varied and/or unrelated programs.

**Examples of Duties** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude the assignment of such duties if they are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

Plans, assigns and schedules the work of Telephone Operator II's; makes work schedules; review and evaluates the work of subordinates; satisfactorily disposes of difficult inquiries regarding the departments or agencies served; resolves difficulties relating to services rendered to the public and the departments or agencies served; keeps records of and submits periodical reports of the number of long-distance and interisland telephone calls and toll charges for billing purposes; reports any telephone line difficulties and requests repair services; familiarizes new workers with established procedures and assists them in learning telephone numbers, location of personnel, and the functions of the various divisions and programs of the departments or agencies served; serves as a consultant on matters regarding new or improved telephone services; may operate a public address system; may operate a civilian band radio; may maintain a local directory; and may operate a multiple-line telephone console when necessary.

#### **Knowledge and Abilities Required**

**Knowledge of:** Common office practices and procedures; operation of a multiple-line telephone console; general procedures involved in placing and charging long-distance, interisland, and other toll telephone services; and principles and practices of supervision.

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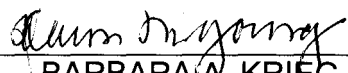
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Ability to: Plan work schedules and review the work of others; supervise the work of Telephone Operator II's; speak clearly, pleasantly and with good diction; be courteous and tactful in dealing with the public and with personnel in the various departments or agencies served; perform simple clerical tasks; learn to operate a typewriter/keyboard; remember names and numbers; give and receive oral and written instructions; deal with ordinary office problems satisfactorily; and cooperate and work effectively with others.

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This reflects a change in class titles and an amendment to the class specifications for the classes TELEPHONE SWITCHBOARD OPERATOR I, II and III, which were approved on February 13, 1970.

DATE APPROVED: 9/27/2013

  
for BARBARA A. KRIEG, Director  
Department of Human Resources Development